

Creating ICT Services Help Desk Report

"ITD, HOW DO I?" TIPS OF THE WEEK : CREATING ICT SERVICES HELP DESK REPORT THROUGH IIUM STAFF PORTAL

The screenshot shows the IIUM Staff Portal ICT Service Desk interface. The steps are as follows:

- 1** Login to IIUM Staff Portal and go to ICT Service Desk Menu. The "ICT Service Desk" menu item is highlighted in the left sidebar.
- 2** Click Create New Request to create a new report regarding any ICT services issue. The "Create New Request" button is highlighted in the top navigation bar.
- 3** Type your ICT services request/issue and click "Submit Request". The "Request" text area and "Submit Request" button are highlighted in the "Create New Ticket" form.
- 4** Wait until ITD ICT Services Help Desk assign you a ticket number. The "AWAITING REQUEST TO APPROVE" status and "REQUEST ID: 673" are highlighted in the ticket details section.
- 5** You can check your ticket status & update any information required here. The "Ticket No" and "Created on" columns in the ticket list are highlighted.

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